



**Post Title:** Account Manager - Export

**Line Manager/Supervisor:** Key Account Manager

**Prime Objectives:** To create sales and to encourage ongoing sales activity by presenting the company in a positive light and developing relationships. Support the company ideal of meeting or exceeding customer expectations.

**Function:** Sales, supported by customer visits. To action all incoming enquiries with a view to obtaining Sales Orders. Accurately issuing specs to Purchasing and Warehouse to ensure correct product procured and despatched. Primarily an office based role with travel (overseas) to visit customers when required. Build and maintain long-lasting customer relationships.

**Key Result Areas:**

1. Sales  
Retain and develop customers by building a trusted relationship  
Ensure timely and successful delivery according to customer needs  
Prepare monthly reports on account status (e.g. sales results, forecasts, margin etc.)  
Assist with high severity requests or issue escalations as needed  
Take incoming sales calls where specified by caller  
Telephone sales targeted under guidance  
Processing of Sales Orders and issuing Sales Order acknowledgements  
Issuing of enquiries to Purchasing  
Preparation and issuing of Quotations to customers / prospects  
Advising external sales staff to follow up on enquiries & quotations  
Issuing of purchase requisitions in accordance with company policy
2. General  
Ad hoc task as requested by the Management Team or Key Account Manager

**Secondary and support Areas:**

To provide cover and support for other areas of Sales when requested  
To support all staff involved in operation of internal administration systems.

**Key Attributes:**

Proven experience as an account manager, key account manager or similar role  
Solid experience with CRM software and IT packages  
Excellent listening, negotiation, communication and presentation skills  
Excellent customer focus and service as well as high level of commercial awareness  
Advanced analytical, planning, organisational and decision-making skills  
Flexible attitude and ability to handle changing priorities.  
Familiar with pre & post Brexit export procedures into the EU and export customs entries  
Skilled in export documentation (outside of the EU)  
Experience working with all modes of transport (road, sea & air)  
Ensure compliance to local regulations and apply for export licences where required  
Attention to detail and ability to prioritise workload.

**Desired Skills and Experience**

Export, Import, Customer Service, Logistics, Supply Chain,